



Lakeland LTC Quality Improvement plan 2026/27 Interim Report

The areas we have chosen for our 2026-2027 Quality Improvement Plan have to do with:

1) Access and Flow

- Rate of potentially avoidable emergency department visits for long-term care residents

Lakeland long-term care is currently working on enhanced staffing pattern (Registered Practical Nurses and Personal Support workers) which is designed to improve nursing assessments and overall quality of care. Enhanced RPN staffing pattern would identify significant changes in residents with appropriate assessment tools in a timely manner, improving inter-professional communication and accurate documentation. This would also aid in treating the residents in house upon identifying the underlying concerns with proper nursing assessments in collaboration with physicians and could reduce unnecessary ED visits. Enhanced PSW staffing would provide comprehensive care to residents in all daily personal care aspects and thus enhancing overall quality of care to residents.

2) Equity and Indigenous Health

- Percentage of staff (executive-level, management, or all) who have completed relevant advanced equity, diversity, inclusion, and anti-racism education

Starting July 2026, Lakeland will be imparting advanced EDI training to all staff each month on Monthly mandatory orientation day which is the last Thursday of every month.

Lakeland will be organizing "Harmony Week" in July 2026 where staff working at Lakeland from various cultures across the globe including staff from indigenous culture will host multiple symposiums displaying their unique cultural items, art, music and other holiday traditions to create cultural awareness and share knowledge and information. Standard operating procedures for Smudging and cedar bath are in place currently at Lakeland and are working towards finalizing the respective policies.

3) Patient/Client/Resident Experience

- Percentage of residents responding positively to: "What number would you use to rate how well the staff listen to you?"

Lakeland will be working on enhanced communication skills training for staff to effectively communicate with residents to meet their needs by educating staff on PAC (Positive Approaches to Care) and PIECES (Physical, Intellectual, Emotional, Capabilities, Environment, Social) from August-December 2026.